



CITY OF HOUSTON

Job Posting

Applications accepted from:

ALL PERSONS INTERESTED

Job Classification

COMMUNITY LIAISON

Posting Number

PN# 103085

Department

MAYOR'S OFFICE

Division

Citizens' Assistance Office

Section

Neighborhood Services

Reporting Location

900 Bagby, Public Level*

Workdays & Hours

M - F, 8 a.m. - 5 p.m.*

***Subject to change**

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

Performs a variety of tasks involving community relations activities as a liaison with citizens, city employees, agencies' representatives and professionals from various organizations. Reviews and resolves special problems encountered by citizens and community organizations. Performs data entry activities to record such contacts. Fieldwork requires evening and weekend assignments such as meeting with community organizations. Confers with and advises city departments and others in the administration regarding recommended changes and improvements in the community. Acts as departmental representative in meetings and conferences involving public and private groups and city officials. Coordinates special projects, including planning, research and presentations. Drafts correspondence regarding complaints, concerns and questions. Coordinates public relations events, including the development and release of items such as brochures, visual presentations or other public relations materials. Develops, implements and maintains department files. Prepares reports including those that present objectives, scope, findings and recommendations. Interaction requires substantial sensitivity and cooperation. Will assist with the opening and managing the *Westside Neighborhood Satellite Office*.

WORKING CONDITIONS

This position requires stooping, bending and occasional light lifting with respect to field and event work. Ability to manage periods of high volume telephone calls and to properly administer information & referral assistance and complaint resolution to callers and walk-in customers. Requires the efficient reporting of such activity using computer and telephone equipment. Requires flexible hours such as evenings, weekends, or holidays.

MINIMUM EDUCATIONAL REQUIREMENTS

A Bachelor's Degree in Business Administration, Liberal Arts, Social Science or a related field is required.

MINIMUM EXPERIENCE REQUIREMENTS

Two (2) years of professional experience in community organizational work, community relations, resource and referral services, or a closely related field are required. Additional related professional experience may be substituted for the educational requirement on a year for year basis.

MINIMUM LICENSE REQUIREMENTS

Valid Texas Driver's License and compliance with the City of Houston policy on driving (AP 2-2).

PREFERENCES

Must have good oral and written communication skills as well as strong PC (Windows, Microsoft Office/Outlook) skills. Excellent verbal and written communications skills are preferred. Extensive community relations experience and knowledge of city services, community / social services are preferred. Knowledge of the 311 CSR program preferred. Experience in dealing with the public, community leaders, city officials and dignitaries in a high volume / stressful setting preferred.

SELECTION/SKILLS TESTS REQUIRED Application review and/or interview.

SAFETY IMPACT POSITION Yes

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

SALARY INFORMATION

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employee's in this classification. The minimum to midpoint of this salary range is:

Salary Range - Pay Grade 18
\$1042 - \$1376 Biweekly \$27,196 - \$35,914 Annually

OPENING DATE February 16, 2005

CLOSING DATE Open till Filled

APPLICATION PROCEDURES

Original applications and resumes only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1st Floor. The City of Houston, Human Resources TDD phone number is (713) 837-9496. Successful candidates will be notified of their application status. **All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**

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